

# DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



BRIAN SCHWEITZER  
GOVERNOR

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## STATE OF MONTANA

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1/4/08

TO: Laurel Gebo, Director of Adult Services  
Chris Reiquam, Board Chair

FROM: Chris Kleinsasser, Quality Improvement Specialist

SUBJECT: Comprehensive Evaluation for 2007

Please find the attached review summary and findings for this fiscal year. The format is different than in prior years. The table shows the areas of review with any pertinent findings noted in the comment sections, followed-up with quality assurance observation sheets. I would like to thank the staff for their ongoing support of people with disabilities and of their community.

This review encompasses the contracted services of residential habilitation (supported living), day habilitation and community supports. *There are two follow-up issues which require your attention as a result of this review with responses due January 17, 2008.* Your agency has many strengths, not the least of which are your current employees and your cooperation with each other, your community and others with whom you interact.

Thank you for your efforts and your adaptations in the new rate system, incident management and PSP system to meet individuals wants, needs, safety and overall supports.

I am privileged to monitor this program. If I can be of any assistance, please do not hesitate to call.

# Comprehensive Evaluation

1/4/08

**Agency:** Easter Seals

**Evaluators:** Chris Kleinsasser

DESK REVIEW:	Appendix or QAOS
<b>Accreditation:</b> Easter Seals was CARF accredited and received a three year accreditation in May 2007.	
<b>Significant Events from the Agency:</b>  Easter Seals perspective areas of services provided highlights and significant events of the past year that they are particularly proud of: Supported Living/CSP- an individual was presented with, The Achieving Independence Award for accomplishments in learning to read. Other individuals served participated in the staff interview process by developing and asking questions of applicants. The cooking class was expanded so others could participate. The class involves educating individuals to make healthy food choices, shopping on limited funds and making recipes they can use at home. This opportunity also encourages socialization with peers. Supported Employment- employment specialists have been successful with individuals in seeking new work experiences. Contract team-acquired over 240 new contracts and a sewing classes were offered to individuals in services. Life skills- enjoys social gatherings which include- breakfast they helped cook, pj day, root beer party, tea party, animal day, etc. Staff brought their favorite pets varying from spiders to horses to share with individuals. Staff also made every effort to protect individuals health and safety needs by making sure they knew who had allergies and fears to animals, taking necessary precautions. See attachment A.  Easter Seals takes pride in the services they provide and strive to meet individuals needs. Staff make every effort to keep consumers engaged in meaningful activities. All service areas are active and creatively thinking on how to best meet individuals diverse needs.	QAOS 1
<b>Agency Internal Communications Systems:</b> Easter Seals communicates with staff via daily, weekly and monthly meetings, or otherwise, as needed. ES has an intranet set up which allows accessibility as to what is happening. Easter Seals staff work with QLC staff to meet the needs of the individuals served through log notes, reports, face to face and phone contacts. At times this can be challenging and is a continual work in progress. Regional office is kept informed of significant events/concerns.	
<b>Policies and Administrative (DDP) Directives</b> Policies and procedures are thorough and in place.	

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DESK REVIEW:	Appendix or QAOS
<p><b>Fiscal (audits, cost plans, invoices):</b></p> <p>Easter Seals has an audit conducted yearly. There are no findings or questioned costs in the audit report. They were determined to be a low-risk auditee. See 2007 audit report.</p> <p>Easter Seals operates under the new rate system.</p>	
<p><b>Licensing:</b></p> <p>Easter Seals is not required to go through any licensing.</p>	

Comprehensive Evaluation  
1/4/08

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DESK REVIEW:	Appendix or QAOS
<b>Quality Assurance Observation Sheets: (trends from past year)</b>  No QAOS's have been issued since Easter Seals last review in December of 2006.	
<b>Medication Errors: (trending from past year)</b>  2 medication errors.  A medication was given to the wrong consumer. A replacement medication for a consumer who did not get their medication was forgotten to be picked up.	
<b>Incident Management: (summary trends, steps to address trends, investigation summaries)</b>  Easter Seals is diligent about making sure they have their meetings and reviewing incidents. Easter Seals reviews trend reports and identifies needs. Easter Seals is proactive when faced with potential or exhisting concerns .  ES struggles at times with definitions in State IM policy. This is discussed with QIS for clarification.  There is some lag time in getting IR's to the regional office and the IR's are often not marked as to whether the incident is internal, reportable or critical. This has been discussed and a recommendation was made to discuss it with IM Coordinator (foremost) or contact QIS for clarification.  There has been some trials and tribulations in getting meeting notes to QIS through email and paper copy. ES has worked with QIS to resolve this and it has been working well.	

Comprehensive Evaluation

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Staff Related:										Appendix or QAOS
<b>Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)</b>										QAOS 2
staff initials	RR	KK	JK	PB	SD					
yes/no	y	y	y	y	y					
<b>Note where evidence found:</b> Main files/training files										
<b>Evidence Found DDCPT or equivalent:</b>										
staff initials	RR	KK	JK	PB	SD					
yes/no	Y	y	y	y	y					
<b>Note where evidence found:</b> Confidential staff file										
<b>Evidence of Criminal Background Checks:</b>										
staff initials	RR	KK	JK	PB	SD					
yes/no	y	y	y	y	y					
<b>Note where evidence found:</b> personnell files, staff training records, agency employment application										
<b>Evidence of Staff Survey:</b>										
staff initials	RR	KK	JK	PB	SD					
yes/no	y	y	y	y	y					
<b>Note where evidence found:</b> Staff survey results- June 2007 Board of Director'sReport										
<b>Comments: (regarding staff hiring, screening, training, supervision)</b> Staff have thorough well rounded training. They receive training in DDOT, some CBT 1-5, FA/CPR, employee handbook, client rights, policies and procedures, etc.										

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Staff Related:										Appendix or QAOS
<b>Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)</b>										
<b>staff initials</b>	RR	KK	JK	PB	SD					
1st aid/CPR	y	y	y	y	y					
Abuse Prevention	y	y	y	y	y					
Client Rights	y	y	y	y	y					
Incident Reporting	y	y	y	y	y					
Confidentiality	y	y	y	y	y					
IP/PSP Process	y	y	y	y	y					
Medication Cert	y	y	y	y	y					
<b>Note where evidence found:</b> Documentation for this information is kept in employees training files and their main files.										
<b>Comments:</b>          										

Comprehensive Evaluation

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Note Site Reviewed:

IP Checklist: check if evidenced		Day	Day	Day	Day	Day	CA	CA	CSPSE	Appendix or QAOS
Consumer Initials										
<b>On Site</b>	Consumer/Family Survey	y	y	y	y	y	y	y	y	
	PSP/IP Doc Avail to all Staff	y	y	y	y	y	y	y	y	
	IPP/Actions Implemented	y	y	y	y	y	y	y	y	
	Data for IPP/Actions	y	y	y	y	y	y	y	y	
	Data Internally Monitored	y	y	y	y	y	y	y	y	
	Self Medication Objective	na	na	na	na	na	na	na	na	
	Consumer informed of grievance procedure	y	y	y	y	y	y	y	y	
	SL consumer choice of SL staff	na	na	na	na	na	na	na	na	
	Rights Restrictions	na	na	na	na	na	na	na	na	
<b>CM INPUT</b>	PSP/IP Checklist									
	PSP/IP Annually?	y	y	y	y	y	y	y	y	
	Individual Needs Addressed?	y	y	y	y	y	y	y	y	
	Assessment Based?	y	y	y	y	y	y	y	y	
	Quarterly Reports?	y	y	y	y	y	y	y	y	
	Incident Reports Addressed?	y	y	y	y	y	y	y	y	
	Behavioral Supports Addressed?	y	na	na	na	na	na	na	na	
	Functional Analysis Needed?	2005	na	na	na	na	na	na	na	
Free from Aversive Procedures?		y	y	y	y	y	y	y	y	
<b>Comments: (regarding service planning and delivery)</b>  In some areas the grievance procedure was reviewed quarterly and documented on daily progress notes, but in other areas it was only reviewed once a year. Grievance procedure needs to be reviewed every six months.  Stakeholder survey information was provided.										QAOS 3

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Make note of site reviewed

## Residential Site Checklist: check if evidenced or mark data as appropriate

Appendix  
or QAOS

Site Name									
<b>H</b> <b>e</b> <b>a</b> <b>l</b> <b>t</b> <b>h</b> <b>S</b> <b>a</b> <b>f</b> <b>e</b> <b>t</b> <b>y</b>	Bathing procedures posted	na	na						
	Clean/Sanitary Environment	y	y						
	Egress	y	y						
	Hot Water Temps	na	na						
	Emergency Assistance	y	y						
	Fire Extinguishers/smoke Detectors	y	y						
	1st Aid/CPR Supplies Accessible/Available	y	y						
	PRN Medications	na	na						
	Medication Procedures	na	na						
	Medication Locked Storage	na	na						
	Medication Administration Records	na	na						
	Staff Ratios or ICP staffing								
	Awake Overnight Staff	na	na						
	Adequate Supplies	y	y						
	Storage of Supplies	y	y						
Free from aversive procedures?	na	y							
<b>D</b> <b>a</b> <b>i</b> <b>l</b> <b>y</b>	Weekly integrated activities	y	y						
	House or Site Rules	na	na						
	Opp for choice, self determination	y	y						
	Meal Prep, Mealtime	y	y						
	Engagement in Daily Life	y	y						
	Participation in Daily Living Skills	y	y						
	Daily Leisure Opportunities	y	y						
	Staff Trained in Individual Specifics	y	y						
<b>Comments:</b>									
Staff do safety role play each month with consumers who are in SL.									
Did not go to the home of and as they would not be receptive to a strangers presence. SL coordinator said they would not let me in.									



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Residential Site Checklist: check if evidenced								Appendix or QAOS
Site Name		new bus	old bus	cndo truck	wh van	bl van	chevy tru	
<b>T r a n s p o r t a t i o n</b>	Driver Orientation Program	y	y	y	y	y	y	
	Wheelchair tie downs	y	y	na	na	na	na	
	Wheelchair Lift	y	y	na	na	na	na	
	Driver's Licenses	y	y	y	y	y	y	
	Emergency Supplies	y	y	y	y	y	y	
	Fire Extinguisher	y	y	y	y	y	y	
	Transportation Log	y	y	y	y	y	y	
	Scheduled Maintenance Program	y	y	y	y	y	y	
	Training--Staff Doing Maintenance Checks	y	y	y	y	y	y	
	Procedures for Timely Repairs	y	y	y	y	y	y	
	MDT inspection on file (MDT vehicles only)							
Comments:  The vans that are checked out at the main building gather their first aid kit when they leave. MDT came in June, but a copy of the report was not received by ES.								
Comments:								

Comprehensive Evaluation

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Agency: .Easter Seals

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Staff Survey: check if 'met', 0 if 'unmet'								Appendix or QAOS	
Staff Initials		RF	JE	SC	DS	MB	KM		
<b>Abuse</b>	Allegations are reported to? (APS)	y	y	y	y	y	y		QAOS 5
	Do you notify Supervisor first? (NO)	y	0			y			
	Steps to take if abuse is discovered?				0 y		y		
	Comments:								
<b>Behavior</b>	Suspect theft of gloves, steps to take?		y	y	y	y	y		
	IP/PSP requests Doctors appt	y			y				
	No jacket, -25 consumer wants to leave	y	y	y		y	y		
	Review Rts Restriction								
Comments:									
<b>bm p</b>	describe consumer behaviors	y	y	y	y	y	y		
	staff response to behaviors by plan			y		y	y		
	list proactive or environmental strategies	y	y		y				
	Comments:								
<b>Other Behavior</b>	former employee wants info	y	y		y	y			
	what is consumer information?		y	y					
	training to meet health and safety needs?	y		y	y	y	y		
	emergency evacuation procedures?						y		
Comments: Staff did not seem certain about reporting requirements in this particular sample.									

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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		RF	JE	SC	DS	MB	KM	
<b>MEDICATIONS</b>	describe procedure to assist with meds		y	y				
	if med is unavailable?	y			y	y	y	
	if gave wrong med?		y					
	if moving to a new place or gets new med?							
	requirement to assist with meds?	y						
	describe PRN or OTC is to be given			y				
	what constitutes a med error?				y	y	y	
Comments:								
<b>ERC</b>	steps to avoid power struggles		y	y	y	y	y	
	how to respond to someone who is upset	y				y	y	
	what is you start to lose control?	y		y	y			
	Comments:							
<b>ADDITIONAL COMMENTS</b>	when do you fill out an incident report?	y	y	y	y			
	notifications for ER?						y	
	consumer to consumer incidents	y		y	y	y	y	
	who writes the IR?		y			y		
	Comments:							

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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer									Appendix or QAOS
Staff Initials		RF	JE	SC	DS	MB	KM		
<b>Bob</b>	consumer destroying things	y	y	y	y	y			
	staff pinches consumer back	0 y			y	y	y		
	how do you know a support plan is needed?			y			y		
	Comments:								
<b>IP/PSP</b>	what is IP/PSP based on?	y	y		y	y			
	you have an idea for an objective.....			y	y		y		
	why do assessments?	y	y			y			
	How do you find out what someone would like to do?								
	Comments:								
Comments:									

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Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory								Appendix or QAOS
Consumer initials								
<b>consumer</b>	Do you have nice staff at home/work?			y		y	y	
	Is anyone mean to you at home/work?			n	n			*y work
	Do you like where you live/work?			y	y	y	y	y
	Are you ever afraid of anyone?			n	n	n	n	n
	<b>Someone hits/hurts you, who can you tell?</b>	y	y	y	y	y	DK	y
	<b>Does anyone talk to you about this?</b>	y	y	y	y	y	y	n
	Can you get help when you need it?			y	y		y	
	from staff?			y	y		y	
	from Case Manager?			y	y		y	
	Can you get your own food/drink?			y	y			y
	Do people come into your house/room w/o knocking/permission?							n
	Do staff ever take things from you?			n	n			n
	Can you get rides to places you need to go?			y	y		y	y
	Rides to the places you want to go?			y	y			
	<b>Who is your Case Manager?</b>	LJ	PE	CG	y	LF	n	CL
<b>Does s/he talk to you about waiver service?</b>	DK	DK	y	y	y	y	n	
<b>Does s/he help you get what you need?</b>	y	y	y	y	y	y	y	
<b>Comments:</b> DK- don't know. * says the boss (Best Wok) tells him he can't go to the bathroom and he can't always hold it. Amanda (job coach) said this issue has been resolved. likes working with his friend at the Best Wok.								

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Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory										Appendix or QAOS
Consumer initials										
<b>S u p p o r t</b>	Who helps this person and how?	y								
	Are there some staff/peers they like better?	y	y							
	Staff/peers they don't like? Why?	n	y							
	Current needs not being met?	n								
	Health and Safety related?	n								
	Who do you talk to about these concerns?	y								
	Does the person have input to his/her life?	y								
	If you have concerns, who do you talk to?	y	y							
	are they resolved?	y	n							
	What are this persons wishes/dreams?	not sure								
	is the plan moving that direction?	jokes								
	what would make things better?	happy								
	does this person ever seem afraid?	sm								
	are you afraid for them?									
	Does this person know how or where to report abuse?	n	n	y	y					
	who provided that training?	not know	n	y	y					
	Who will the individual call or report to?									
	who provided that info?									
	Does the person have transportation to all services and places s/he would like to go?									
	who is the person's case manager?	PE	DB	PE	LF					
Does CM help the person access services?	y	y	y	y						
Does the CM explain waiver services?	y	y	y	y						
Does the person understand this info?	y	y	y	y						
<b>Comments:</b> sm-sudden movements										